



# Star 03 Quick Guide

Windows 10/8/7/Vista/XP    Mac OS X 10.6.8 or above

English / Русский язык / 日本語 / 中文 /  
Deutsch / 한국어 / Español / Français / Italiano



Web site: [www.xp-pen.com](http://www.xp-pen.com)  
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Please contact us with any questions



Designed by XPPEN Technology CO. in California, Assembled in China

Thank you for purchasing the XP-Pen tablet. Our product quick guide currently supports English, Russian, Japanese, German, Korean, Chinese, Italian, Spanish, and French. We apologize if your preferred language is not supported.

## {Installing the driver}

1. Before installing the driver, please uninstall and completely remove any driver you have for other graphics tablet on your computer; restart your computer after driver(s) have been uninstalled/removed

Advised – making sure that all hidden files are removed


**Windows:** Go to Device Manager and click "Show Hidden Devices" and remove other tablets and all non-used/unused devices you have on your computer

**Mac:** Delete folder(s) associated to the developer of the driver (which you uninstalled) in Application Support and System Library Folder

**Remove Wacom hidden files** -<http://www.xp-pen.com/ask/index/id/66.html>

2. Close down any programmes you don't need running on your computer before starting installation
3. Disable any anti-virus protection program such as Firewall
4. Make sure that you are installing the driver as the Administrator
5. Connect the tablet to your computer before installation
6. Insert the disk into your CD drive and follow the on screen instructions
7. After installation go to tablet settings > " Info" tab > make sure "support digital ink" is not selected

**Windows:** If the disk does not run automatically, please double click the disk on My Computer and run the "Setup.exe" file

**Mac:** Open the CD content and run  under Mac Driver contents for installation  
Complete manual and latest driver available on:  
<http://www.xp-pen.com/download/index/cid/5.html>

## {FAQ}

**IMPORTANT:** For a full and updated list of FAQ, please visit:  
<http://www.xp-pen.com/ask/index/id/66.html>

### 1. How do I know if the tablet is working?

If you can use the pen like a mouse (the cursor is tracking your pen movement on the tablet), then it is working.

### 2. Pressure sensitivity is not working

You will need to:

>Go to your tablet settings/options > Click on the "Pressure Sensitivity" tab > Check if pressure sensitivity can be detected on there:

If pressure sensitivity is working on tablet setting, that means the tablet is not faulty, you will need to contact the support team of the software you are using. You can also pop us an email alerting us of any potential compatibility issue

If the pressure sensitivity is not working on tablet setting, you will need to reinstall your driver

### 3. Pressure sensitivity not working for specific software:

- > Run the tablet software as Administrator
- > Update your drawing software to the latest version if possible
- > Run your drawing software as Administrator
- > Close down any programmes you don't need running on your computer
- > It is optimal to have only 1 drawing software running at a time
- > Unplug your mouse

**If you have any questions, please contact us at:**

**Skype:** XP-Pen

**Web:** [www.xp-pen.com](http://www.xp-pen.com)

**Email:** [service@xp-pen.com](mailto:service@xp-pen.com)